

FSCS Professional Development Conference
San Antonio, TX
March 26-29, 2000

Minutes

Attending

All States and Territories were represented except CT, DC, HI, NV, and CNMI. Those attending for the first time were introduced. Carol Adams (VA), candidate for the Steering Committee was introduced. Julie Hart represented Arkansas at the Conference making a nomination speech for Carolyn Ashcraft (AR) who was unable to attend due to health concerns.

NCES Update – Jeffrey Owings and Adrienne Chute

Gary Phillips, Acting commissioner, is very supportive of libraries. The report included the archiving of publications onto the WEB, move to use of Web-based technology to collect data, Public Library Trends Analysis, Fast Response Survey on programs and services for adults, Inflation Index, Web site revisions including the Peer Comparison and Library Locator tools, the Agee study that includes all types of libraries, the Digest of Library Statistics, and Census mapping project.

NCLIS Update – Bob Willard and Denise Davis

Bob Willard reported on the death of Jeanne Hurley Simon, chairperson of the National Commission on Libraries and Information Science, and the appointment of Martha Gould, new NCLIS Chairperson, by the President. Other issues also included the Sister Libraries Program, the GPO study, the NTIS closing discussions, the White House Conference, Strategic Planning, and International activities. Denise Davis provided a summary of LSP activities in the workshop packet.

FSCS Data Quality Review – Gerry Rowland

Gerry Rowland (IA) reviewed the number of edit messages and Response Rate for data items. Data quality and timely submission were stressed.

The Economic Impact of Public Library Service – Dr. Glen Holt

After a general introduction by Glen Holt, Dr. Donald Elliott went into more detail. (PowerPoint handout)

Impacts of the Internet on Public Library Use – Eleanor Jo Rodger, President, Urban Libraries Council

Joey Rodger reported on “Impacts of the Internet on Public Library Use”. The project is an IMLS grant awarded to George D’Elia, SUNY Buffalo, on the impact of the Internet on public library use. Joey and George are co-principal investigators. (handout)

Measures of Electronic Use of Public Libraries – Dr. John Bertot

Dr. John Bertot reported on developing statistics and performance measures for the networked environment including a discussion of 16 proposed data elements and a draft copy of the Survey of Public Library Outlet Internet Connectivity.

Review of New FSCS Definitions – J.D. Waggoner

J.D. Waggoner (WV) reviewed the new data items and presented the revised procedures related to data definitions and for proposing new data elements. Proposed new data items were posted for endorsement by states. (For more information see State Data Coordinators’ Caucus)

Awards

The 1999 Keppel Award for data submitted in 1998 was presented to 36 states, four (4) of which were new State Data Coordinators or first time individual winners, eight (8) were new State Librarians or first time winners, and the first time State/Territory Keppel award winner was Oregon.

The Eckard Award was presented to Dr. Edward Lakner for his article, *Optimizing Samples for Surveys of Public Libraries: Alternatives and Compromises*, Library and Information Science Research, v. 20, n. 4, pp. 321-42 (1998).

Tool Time With Keith – Keith Lance (CO)

The new NCES Library Locator and Peer Comparison tools were demonstrated. SDCs had an opportunity for hands on during the concurrent sessions.

COSLA PANEL

Keith Michael Fiels (MA) moderated a panel on value and use of data. Edwin Gleaves, (TN), Peggy Rudd (TX), and Lamar Veatch (AL) served on the panel.

State Data Coordinator's Caucus:

The State Data Coordinators' Caucus, traditionally a session closed to only SDCs, was an open discussion of the proposed data items. J.D. Waggoner reviewed each proposed data item in order of highest endorsement:

Total Square Footage of each Outlet: 26 states endorsed

Provide the area, in square feet, of the public library main outlet and each branch.

Exclude bookmobiles.

Abe Abramson (NCLIS) recommended that the AIA methodology be used and that a local architect be asked to volunteer to provide this information. Note: question of how to treat the administrative offices, if separate.

Email Address of the Director: 17 states endorsed

Concern expressed about the frequency of changes in e-mail addresses and whether data collected in the states in FY98 and published nationally FY2000 has value on the national level.

Virtual visits excluding in-library use (remote use): 10 states endorsed

This takes the # Virtual visits to networked library resources statistics and subtracts the in-library use of these network resources. Excluded for example, would be the visits made by library users within the library using the public access workstations provided.

Concerns expressed included the content server issue and the need for software.

items examined: 10 states endorsed

Total count of the number of searches conducted in the library's online databases.

Subsequent activities by users (e.g., browsing, printing) are not considered part of the search process. Definition adapted from proposed ICOLC standard

<http://www.library.yale.edu/consortia/webstats.html>

Concerns expressed that this is not just licensed databases, but broader than the item proposed last year that was defeated. Also, if this item were added the other 3 items would also need to be added in order to give a complete picture.

- # Unique electronic titles
- # Database sessions
- # Database queries/searches

Users trained in information technology: 10 states endorsed

Count the number of users trained in the use of information technology or resources obtainable using information technology in structured, informal, and electronically delivered training sessions conducted or sponsored by the library. Structured means a course with a designed curriculum intended to demonstrate the use of a technology such as the Web, Internet searching, library workstation, personal computing, etc. Informal includes contacts with users by library staff intended to demonstrate the use of library workstations, aspects of the applications available on those workstations, etc. An electronically delivered user training session might involve an Internet based course or distance learning, computerized learning module, or instructional video related to use of information technology or resources obtainable using information technology. Sponsored means that the library plays some role (not limited to training) in the training session. Concerns expressed included how to count this (formal and tic mark for 1-1 assistance). This item addressed the digital divide.

Fax # for the Director: 15 states endorsed

This item was already scheduled to be collected, it was not part of the data collection in 1999 and was not one of the new data items that was passed in December 1999.

Proposed data items that did not receive endorsement by at least 10 states at the FSCS Professional Development Conference in San Antonio, TX. (March 27 – 29, 2000)

Virtual reference transactions: endorsed by 9 states

Count the number of reference questions received electronically (e.g., via e-mail, WWW form, etc.) excluding phone and fax.

Virtual visits to networked library resources: endorsed by 8 states

A visit occurs when an external user connects to a networked library resource for any length of time or purpose (regardless of the number of pages or elements viewed). Examples of a networked library resource include a library OPAC or a library web page. In the case of a user visit to a library web site a user who looks at 16 pages and 54 graphic images registers one visit on the WEB server. Concern expressed about whether or not the term “external user” is appropriate and if this is synonymous with “remote user”.

Database sessions: endorsed by 8 states

Total count of the number of sessions (logins) initiated to the online databases. Definition adapted from proposed ICOLC standard <http://www.library.yale.edu/consortia/webstats.html>.

Database queried/searches: endorsed by 6 states

Total count of the number of searches conducted in the library’s online databases. Subsequent activities by users (e.g., abstracts, full-text articles). Definition adapted from proposed ICOLC standard <http://www.library.yale.edu/consortia/webstats.html>.

Staff trained in information technology: endorsed by 6 states

Count of the total number of staff receiving formal training in the management or use of information technology or resources obtainable using information technology. Formal means a session, conference, workshop, instructional learning module, distance-learning program, or course with a designed structure or curriculum intended to demonstrate the use of information technology or resources obtainable using information technology.

Unique electronic titles: endorsed by 5 states

Total count of the number of unique online database titles available at the library.

Hours of formal information technology staff training: endorsed by 5 states

Count the total number of hours library staff engaged in formal training in the management or use of information technology or resources obtainable using information technology.

Juvenile Program Count – endorsed by 5 states

Count the number of programs (events) provided for which the primary audience is children.

Issues discussed: Value at the national level and value in peer analysis.

Maximum speed of public access Internet workstations: endorsed by 4 states

Indication of the maximum speed of public Internet access, e.g., 56kbps, ISDN, T1

Revision of current definition for Books and Serials: endorsed by 3 states

Exclude bound and unbound Serials volumes from the definition.

Hours of Information technology user training: endorsed by 3 states

Count of the number of hours spent training users in the use of information technology or resources obtainable using information technology in structured, informal, and electronically delivered training sessions conducted or sponsored by the library.

Public service time spent servicing information technology: endorsed by 3 states

Count of the public service staff time spent in installation, repair, maintenance, servicing, and recovering from information technology resource and service activity. For example, fixing printer jams, adding paper to printers and copying machines, re-booting due to frozen software, installation of new or upgraded software or hardware, etc.

Adult Circulation: endorsed by 3 states

Total circulation and juvenile circulation are currently collected. The general assumption is that the difference is Adult Circulation.

Adult program attendance: endorsed by 2 states

This is comparable to Juvenile program attendance and provides a more complete picture of library service

Adult program

This is comparable to # Juvenile programs and provides a more complete picture of library service.

Library collection, # Other items: endorsed by 2 states

Books/Serial volumes, Audio, Video, and Subscriptions are currently collected. This would provide a more complete picture of the library collection.

Public meeting room use: endorsed by 2 states

This would include all uses of the meeting room, not just programs sponsored by the library.

Library collections, # Multi-format: endorsed by 1 state.

Books/Serial volumes, Audio, Video, and Subscriptions are currently collected. This would provide a more complete picture of the library collection.

Revision of current definition for Books and Serial Count – endorsed by 1 state

Count individual issues of current periodical subscriptions as a volume if they are bar-coded and circulate.

Business Meeting

Dianne Carty (MA) reported on FSCS Steering Committee Accomplishments for 1999 and recognized contributions of each Steering Sub-committee, the Steering Committee as a whole, Census, Westat, NCLIS, and NCES. She then turned the meeting over to the new Chair, Lynn Shurden (MS), who reviewed the Steering Committee 2000 Objectives.

Mentor Reports followed: A general concern was to provide more time to discuss proposed data elements during the conference, with proposed new data items being distributed to SDCs prior to the conference. More discussion at the conference may result in an earlier vote on new data items, earlier release of the software, and more timely submission of data.

Other issues were: to make sure that candidates for Steering Committee were introduced to the group and provide opportunity in the general session for SDCs to get to know each candidate. There seems to be some confusion about the nomination process.

J.D. Waggoner reviewed the process for clarification of definitional issues. A system needs to be established to archive interpretations of definitions of data items. The SDCs indicated that there is a need for a historic record of the rationale for existing data elements.

Census was recognized for their work on WinPLUS and some of the technical problems encountered by SDCs were identified. It was recommended that Census use the listserv to keep SDCs informed on solutions to common problems. SDCs indicated that it is very difficult to respond to questions about data months after it has been submitted and encouraged NCES to follow-up more quickly as was done for the State Agency Survey.

It was suggested that the Data Item Ballot have an “abstain” option.

NCES Deadline:

Concerns expressed about late submission of data by the states resulted in support for a firm deadline. The proposal is for a deadline 4 months after the distribution of the software. States submitting quality data 30 days prior to the deadline are eligible to receive the Keppel Award. Data will be imputed for States not submitting data by the deadline. Assistance is available for states having difficulty with data submission. States must notify NCLIS and NCES as soon as they are aware there is a problem.

Election Results:

Carolyn Ashcraft (AR) was elected to the Steering Committee for a 3-year term. Lynn Shurden thanked the candidates (Carol Adams of Virginia and Carolyn Ashcraft of Arkansas) for their willingness to serve and encourage SDCs to suggest candidates for future vacancies. In 2001 there will be two positions available.

2001 Professional Development Conference:

The Conference will be held March 25 – 29, 2001 in the Washington, DC area.

Keith Lance presented a gift and Denise Davis presented a Memorandum of Appreciation to Dianne Carty in appreciation for all of her hard work.

The SDCs recognized the WESTAT staff (Susan, Daniel, and Vivian) with a standing ovation.

Plus & Minus of Workshop:

Plus:

Scheduling of meetings to begin at 9am.

Location of Conference (Riverwalk)

Food

Shopping

WESTAT

Programs were excellent

Great Luncheon speakers

Abe Abramson's (NCLIS) attendance

COSLA participation

Dianne Carty's leadership

Darla Cottrell's work with the Territories

Keith Lance's caricature

Including IMLS in the updates

NCES support

NCES Fellows Intern Program, encourage all SDCs to participate

**FSCS Steering Committee Meeting
Menger Hotel
San Antonio, TX
March 29, 2000**

Attending:

Steering Committee

Lynn Shurden (MS), Chair; J.D. Waggoner (WV), Vice-Chair; Adrienne Chute (NCES), Darla Cottrill (OH), Denise Davis (NCLIS), Keith Lance (CO), Libby Law (SC), Sondra Taylor-Furbee (FL), Alan Zimmerman (WI)

NCLIS

Abe Abramson and Kim Miller

Lynn Shurden called the meeting to order

Chairs for the Sub-committees were announced:

Professional Development Sub-committee: Sondra Taylor-Furbee

Data Elements Sub-committee: J.D. Waggoner

Data Use Sub-committee: Keith Lance

Data Collection Sub-committee: Darla Cottrill

Dates for future meetings:

June 5-7, 2000	Steering Committee Meeting
September 11-13, 2000	Steering Committee Meeting
December 4-6, 2000	Steering Committee Meeting
March 26-28, 2001	Professional Development Conference
June 4-6, 2001	Steering Committee Meeting
September 24-26, 2001	Steering Committee Meeting
December 3-5, 2001	Steering Committee Meeting
March 24-27, 2002	Professional Development Conference

(After) 2000 Professional Development Conference

To Do List:

1. Suggest using the listserv to determine which libraries are already collecting a data item.
2. Need to establish an archival record of data item definition, rationale, and interpretations.
3. Proposed procedure for new data items: This needs to be discussed.
4. Proposed data items with a clear definition and a rationale are to be sent to the Chair of the Steering Committee before the December Steering Committee meeting. The rationale should include an explanation of the national importance of the data item, why it is important to collect it, and a methodology for collecting the data. Note: it was suggested that no new data item be proposed unless the SDC is currently collecting it within his/her own state.
5. Is there a need to distinguish between Internet Workstations dedicated to one thing and Access to the Internet?
6. Census is to post common problems encountered with WinPLUS on the listserv.
7. Need to change E.D. Tab to read **Visits** not attendance.
8. Need to clarify who is authorized to sign the State Librarian Certification if the position of State Librarian is vacant.
9. Consider the addition of an abstain option on future ballot.
10. Get support from COSLA for a firm deadline: States submitting quality data 30 days prior to the deadline would be eligible to receive the Keppel Award and imputation of data for States not submitting data by the deadline. Assistance is available for states having difficult with data submission. States should notify NCLIS and NCES as soon as they are aware there is a problem.
11. Data Collection Subcommittee is to study the possibility of historical review of data as data is submitted rather than waiting until the last state submits data.
12. Check dates for PLA for conflict with 2002 Professional Development Conference (dates are March 12-16 PLA NATIONAL CONFERENCE, Phoenix, AZ)